User Guide

BT SYNERGY 4500

Welcome...

to your BT Synergy 4500 Digital Cordless Telephone Answering Machine

- 11 Minutes digital recording time.
- 255 Name and number phonebook to store all your contact numbers for easy dialling.
- Copy the whole phonebook or individual entries to and from your mobile phone SIM card.
- Send and receive text messages*.
- Caller Display lets you see who's calling and your phone stores details of the last 50 callers in a Calls list*.
- With Call Waiting*, when you are on a call a soft beep alerts you to another waiting call.
- Register up to 5 handsets to the base without the need for additional wiring.
- Digital call quality with a range of up to 300 metres outdoors and up to 50 metres indoors (in ideal conditions).

* You must subscribe to your network provider's Caller Display or Call Waiting service for these features to work. A quarterly fee may be payable.

Please note that this equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This User Guide provides you with all the information you need to get the most from your phone.

Before you make your first call you will need to set up your phone. Follow the simple instructions in 'Getting Started', on the next few pages.

Need help?
If you have any problems setting up or using your BT Synergy 4500 please contact the Helpline on 0870 605 8047 or email bt.helpdesk@suncorptech.com. Alternatively, you may find the answer in 'Help' at the back of this guide.

Got everything?

- BT Synergy 4000 handset
- BT Synergy 4500 base
- 2 x AAA NiMH rechargeable batteries
- Large mains power adaptor (item code 022072)
- Telephone line cord

If you have purchased a BT Synergy 4500 multiple pack you will also have the following items for each handset:

- BT Synergy 4000 additional handset
- BT Synergy 4000 charger
- 2 x AAA NiMH rechargeable batteries
- Small mains power adaptor for charger (item code 025231)

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Getting started

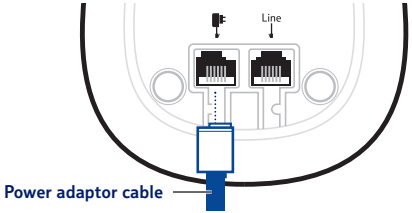
Location

You need to place your BT Synergy 4500 within 2 metres of the mains power socket and telephone socket so that the cables will reach. Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

Your BT Synergy 4500 works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible ensures the best signal.

Setting up

1. Push the mains power cord into the socket on the underside of the base until you hear it click into place and connect the other end to the mains power wall socket. The green Power/In use light comes on the machine announces, *"Answer On, calls will be answered after 6 rings"*. The message counter flashes 0 then C alternately to indicate that the clock needs setting.



WARNING
Do not place your BT Synergy 4500 in the bathroom or other humid areas.

Handset range
The BT Synergy 4500 has a range of up to 300 metres outdoors when there is a clear line of sight between the base and handset. Any obstruction between the base and handset will reduce the range significantly. With the base indoors and handset either indoors or outdoors, the range will normally be up to 50 metres. Thick stone walls can severely affect the range.

Signal strength
The Y icon on your handset indicates when you are in range.

When you move out of range of the base, the out of range tone will sound every minute. This tone is repeated until you move back into range.

IMPORTANT
The base station must be plugged into the mains power socket at all times. Do not connect the telephone line until the handset is fully charged. Only use the power and telephone cables supplied with the product.

Which socket?

Power socket

Line Telephone line socket

If you have purchased a multiple pack, you should use the LARGE mains power adaptor for the base. The smaller power adaptor(s) is for the charger.

The red Charging light stays on even when the batteries are fully charged.

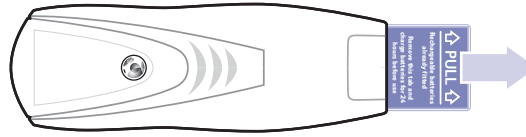
Talk/Standby time
In ideal conditions, fully charged handset batteries should give up to 10 hours talk time or up to 100 hours standby time on a single charge. The base must remain plugged in to the mains and switched on at all times.

Note that new batteries do not reach full capacity until they have been in normal use for several days.

Battery low warning
If the symbol flashes in the display and you hear a warning beep every 10-15 seconds, you will need to recharge the handset before you can use it again.

During charging, the symbol will scroll in the display.

2. Rechargeable batteries are already fitted in your handset. To activate the batteries, pull the plastic tab away from the bottom of the handset as shown.



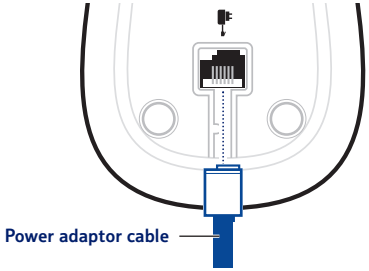
3. Place the handset on the base to charge for at least 24 hours. The red Charging light comes on. When the handset is fully charged the display shows the symbol.
4. After 24 hours, plug one end of the telephone line cord into the socket marked Line on the underside of the base and the other end into the telephone wall socket.

Setting up for multiple packs

If you have purchased a BT Synergy 4500 multiple pack, you will also need to follow the instructions shown below to prepare any additional handsets and chargers for use.

For each additional handset and charger:

1. Connect the small power adaptor to the charger and switch on.



2. Rechargeable batteries are already fitted in your handset. To activate the batteries, pull the plastic tab away from the bottom of the handset as shown previously.
3. Place the handset on the charger and charge for at least 24 hours. The red charging light will come on.

   Your BT Synergy 4500 additional handset comes pre-registered to the base. The handset number will be shown on the display.

Set the date and time

We recommend that you now set the day and time so they can be recorded with each answering machine message you receive.

Battery performance
To keep your batteries in the best condition, leave the handset off the base for a few hours at a time.

Running the batteries right down at least once a week will help them last as long as possible.

The charge capacity of rechargeable batteries will reduce with time as they wear out, giving the handset less talk/standby time. Eventually they will need to be replaced. New batteries are available from the BT Synergy 4500 Helpline on 0870 605 8047. For instructions on how to install new batteries, see page 92.

After charging your handset for the first time, subsequent charging time is about 6–8 hours a day. Batteries and handset may become warm during charging. This is normal.

If you subscribe to a Caller Display Service from your network provider the time will be set when you receive your first call.

Set the time

1. Press or until `Date & Time Settings` is displayed then select **OK** option.
2. Press or until `Set Time` is displayed, select the **OK** option. The first digit is highlighted.
3. Enter the current time in 24-hour format, e.g. for 9:24pm press **2**, **1**, **2**, **4**, then select the **OK** option. You will hear a confirmation tone.
4. Press *and hold* to exit and return to standby.

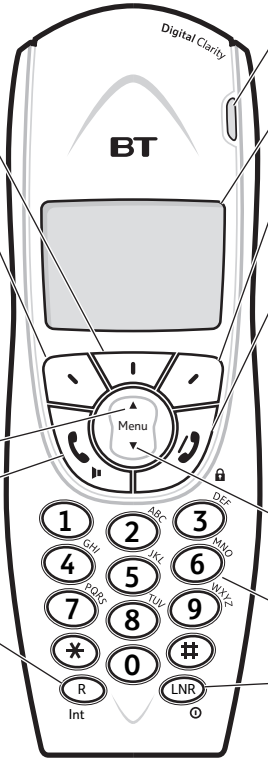
Set the date

1. Press or until `Date & Time Settings` is displayed then select **OK** option.
2. `Set Date` is displayed, select the **OK** option. The first digit is highlighted.
3. Enter the current date (dd/mm/yy) e.g. for 15th February 2006, press **1**, **5**, **0**, **2**, **0**, **6**, then select **OK** option. You will hear a confirmation tone.
4. Press *and hold* to exit and return to standby.

Your BT Synergy 4500 is ready for use.

Getting to know your phone

Handset buttons



Option button (middle)
In standby or talk mode, press to open the Phonebook, *page 22*.

Option button (left)
In standby or talk mode, when the ☎ symbol is displayed, press to open the Calls list, *page 56*.

In menu mode, press to go back to the previous screen.

Menu/Volume +/Scroll Up
In standby mode, press to access and scroll through the menu options, *page 14*.

In talk mode, press to increase the handset earpiece volume, *page 17*.

Use to scroll up through the phonebook and Calls list.

Talk / Handsfree
In standby mode, press to make or receive calls, *page 16*.

In talk mode, use to switch handsfree on and off, *page 18*.

Recall/Call Waiting/Intercom
For use with a switchboard/PBX, *page 97*.

For use with Call Waiting, *page 59*.

In standby mode, use to make an internal call, *page 83*.

Calls light
Illuminates when the line is in use.

Flashes when receiving a call.

Display with backlight

Option button (right)
In talk mode, press to switch mute on/off, *page 18*.

In menu mode, press to confirm a displayed option.

End call/ Delete/Keypad lock
In talk mode, press to end a call, *page 16*.

In entry mode, press to delete digits.

In menu mode, press *and hold* to exit and return to standby.

In standby mode, use to lock the keypad, *page 21*.

Calls/Volume -/Scroll Down
In standby mode, press to access and scroll through the menu options, *page 14*.

In talk mode, press to decrease the handset earpiece volume, *page 17*.

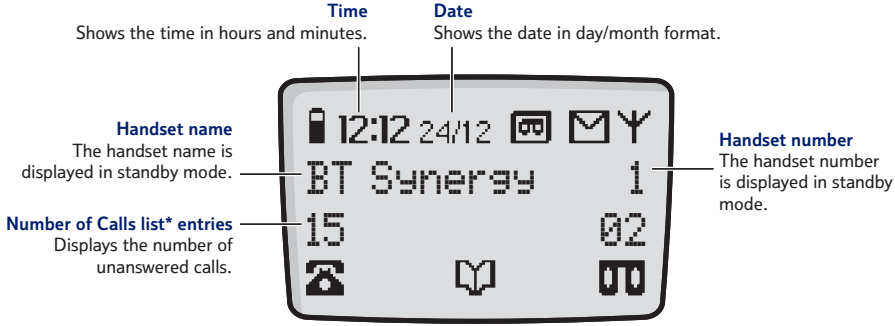
Use to scroll down through the phonebook and Calls list.

Keypad
Use to enter digits and characters.

Last number redial/Pause
In standby mode, use to redial any of the last 20 numbers called, *page 19*.

In talk mode, press to enter a pause in a number, *page 97*.

Handset display icons – These are the symbols you will see on your handset's screen.



Battery levels
Shows handset battery status. Scrolls when the handset is charging in the base.

Phonebook
Select icon to view the phonebook.

Calls list*
Flashes to indicate new Calls list entries.

Voice Mail Waiting
Appears when you have answering machine messages. Flashes when new messages received.

Envelope
Flashes to indicate new text messages in the Inbox.

Range
Displayed in standby mode to indicate handset is in range of the base. Flashes if you go out of range.

Keypad lock
Displayed when the keypad is locked.

Handset Ext
Displayed when an external call is being received or in progress.

Handset Int
Displayed when an internal call is being received or in progress.

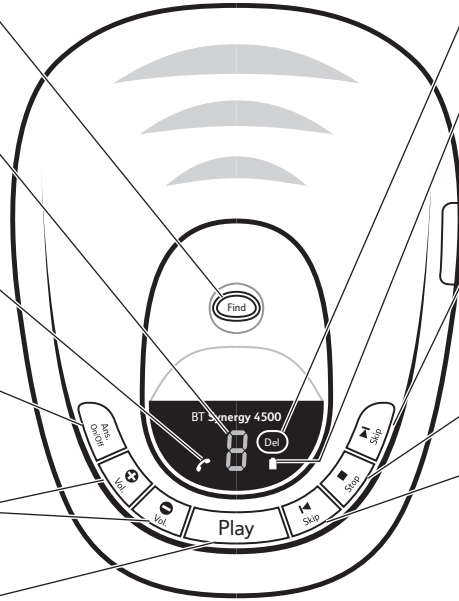
Handsfree Speaker
Displayed when in handsfree mode.

Alarm Bell
Displayed when an alarm is set.

Answering machine
Displayed when answering machine is set to on.

* For these features to work you must subscribe to your Network Provider's Caller Display* and/or Call Waiting* service. A quarterly fee may be payable.

Base buttons and LEDs



Page/Find handset
Press to page/find handset(s), *page 21*.
Also used when registering handsets, *page 81*.

Message Counter LED
Indicates the number of messages you have on the answering machine.
Also shows status of answering machine, *page 40*.

Power/In Use light (Green)
On when the power is on.
Flashes when the handset is in use.

Ans On/Off
Switches the answering machine on and off, *page 41*.
Use to select the outgoing message, *page 46*.

Volume + –
Use to adjust the loudspeaker volume, *page 42*.

Play
Lets you play and pause your messages, *page 48*.

Delete
Use to delete messages and memos.

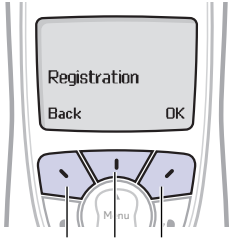
Charging light (RED)
Comes on when the handset is charging on the base.

SIM Reader
Insert your mobile phone SIM card here to copy to and from the phonebook, *page 27*.

Skip >
Lets you skip forward through your messages/memos, *page 49*.
Use to set the answer delay, *page 42*.
Use to select your Answer Only outgoing message, *page 46*.

Stop
To stop message playback, *page 49*.

< Skip
Press once to replay the current message.
Press repeatedly to skip backwards through your messages/memos, *page 48*.
Use to switch the audible message alert on or off, *page 43-44*.
Use to select your Answer and Record outgoing message, *page 46*.



Option buttons

Option buttons
Press to select the option displayed on the screen.

Exit or go back one level in the menu
Press to go back one level.

Press and hold to return to standby.

If no buttons are pressed for 30 seconds, the handset reverts to standby automatically.

Navigating the menus

Your BT Synergy 4500 has an easy to use menu system. Each menu has a list of options, which you can see on the menu map on the following page.

When the handset is switched on and in standby:

1. Press Menu or Menu to open the main menu then press Menu or Menu *repeatedly* to scroll to the menu option you want.
2. Press the **OK** option button to select a menu option or the **Back** option button to go back to the previous screen.

Character map

The following table shows you where each letter and punctuation character can be found. This will be helpful when storing a name in the phonebook, see page 22.

Button	Upper case	Lower case
1	1@$¥Σ€%/◊	1@$¥Σ€%/°
2	ABC2ÄÅÆ	abc2äàåæç
3	DEF3ÉΔΦ	def3èé
4	GHI4Γ I	ghi4i
5	JKL5Λ	jkl5ʌ
6	MNO6ÑÖØ	mno6ñöø
7	PQRS7ΠΨΣ	pqrs7ß
8	TUV8Ü0	tuv8úü
9	WXYZ9◙	wxyz9
0	0!?¡¿&§	0!?¡¿&§
*	*.,”’:;+-=<>	*.,”’:;+-=<>
#	#()[]{}_|~^	#()[]{}_|~^

Menu map

Answer
off
on

Record Memo
Back
Ok

Answer Settings
Answer Mode
Outgoing Message
Answer Delay
Message Alert
Remote Access Code

TXT Menu
Write Message
Inbox
Outbox
TXT Settings -
Server number
Server Activation
Sub Address Checking
Message Alert
Common Box Sub Address
User Boxes Settings
Send Option Save

Handset Settings
Handset Ringer Volume
Handset Ringer Melody
Handset Ear Volume
Auto Answer
Handset Name
Language
Warning Tones

Base Settings
Base Ringer Volume
Base Ringer Melody
PIN Code
Dial Mode
Restore Settings

Date & Time Settings
Set Date
Set Time
Set Alarm

Registration
Register Base
Select Base
De-Register Handset

Phonebook menu

No entries stored:

Phonebook menu
Add entry – Copy from SIM – Access Code

Entries stored:

Phonebook menu
Add entry – Show Details – Edit Entry – Delete Entry – Copy Entry – Copy Phonebook – SIM Copy* – Access Code – SIM Code*

* To be able to use this feature, you must ensure that your mobile phone SIM card is inserted into the SIM reader slot on your BT Synergy 4500.

Using the phone

When you make a call, the Calls light on the handset comes on and the In Use light on the base flashes.

Call timer
Your handset will automatically time the duration of all external calls. The handset display shows the call duration both during and for a few seconds after your call.

Press to delete any incorrect digits

The symbol on the display indicates when you are in range of the base. If the symbol flashes and you hear a warning beep, you are out of range and will need to move closer to the base.

Switch the handset power on/off

Press *and hold* LNR to switch off.

Press LNR to switch back on.

Make an external call

1. Lift the handset and press . The Ext icon is displayed.
2. When you hear the dialling tone, dial the number you want.

Preparatory dialling

1. Enter the number first. If you make a mistake, press to delete the last digit.
2. Press to dial.

End a call

1. Press .

   Or

   Place the handset back on the base/charger.

Receive a call

When you receive a call, the phone rings and the Calls light on the handset flashes. The Ext or Int symbol flashes in the display to let you know if it is an external or internal call.

1. If your handset is on the base, pick it up to answer the call.

   Or

   If your handset is off the base, press .

Earpiece volume

During a call you can adjust the volume of the earpiece/handset receiver.

1. Press Menu or Menu to increase or decrease the volume.

   As you increase or decrease the volume, the boxes on the display show the volume level.

   ■■■■■ Maximum volume

   ■■■ Mid volume

   ■ Minimum volume

Caller Display
If you have subscribed to your network's Caller Display service, the caller's number (or name if stored in the phonebook) is displayed. See page 56 for more information.

Auto answer
As long as you have auto answer set to ON you can just pick the handset up off the base/charger to answer a call. If you have switched it off, you will need to press . Auto answer ON is the default setting.

Secrecy

During a call, you can talk to someone nearby without your caller hearing.

1. Select **Sec** option. `Secrecy On` appears in the display and your caller cannot hear you.
2. Select **Off** option to return to your caller.

Handsfree

Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room to listen to your conversation over the loudspeaker.

During a handsfree call, press or to change the volume.

To switch handsfree off and return to the handset at any time, press .

Make a call in handsfree

1. Dial the number then press .
2. Press again. The icon is displayed and you hear your call over the loudspeaker.
3. Press to end the call.

Answer a call in handsfree

When the phone rings:

1. Press *twice*. The call is transferred to the loudspeaker.

Switch to handsfree during a call

During a call:

1. Press . The call is transferred to the loudspeaker.
2. Press to end the call.

Redial

The last 20 telephone numbers called are saved to a redial list. You can then select any of the numbers to redial, delete or copy to the phonebook.

Redial the last number called

1. Press , wait for the dialling tone then press LNR.

   The last number you called is displayed and dialled.

Redial a number from the redial list

1. Press LNR. The last number called is displayed.
2. Use Menu or Menu to scroll through the redial list to the number you want.
3. Press to redial.

If the number is stored in the Directory and a name/number match is found, the name will be displayed instead.

Redial numbers can be up to 32 digits long.

Copy a number from the redial list to the phonebook

1. Press LNR. The last number called is displayed.
2. Use Menu ▲ or Menu ▼ to scroll to the number you want then select the **Copy** option. `Enter Name` is displayed.
3. Enter a name using the keypad (as shown on page 22) then select the **OK** option. `Enter Number` is displayed.
4. Edit the number if you need to, then select the **OK** option to confirm.
5. The ringer melody options are displayed. Use Menu ▲ or Menu ▼ to scroll through the options. When you hear the melody you want, select the `Save` option to confirm. Display shows `Entry Saved`.
6. Press *and hold* to exit and return to standby.

Press to delete any unwanted digits and then enter new ones using the keypad.

You will not be able to copy a number to the phonebook if the phonebook is already full. If you try to, the display will show `Directory Full`. You will need to delete a number in the phonebook first, see page 24.

The copy option will not be presented if the redial number already appears in the phonebook.

Delete a redial number

1. Press LNR. The last number called is displayed.
2. Use Menu ▲ or Menu ▼ to scroll to the number you want then select the **Del** option. `Delete Entry?` is displayed.
3. Select the **Del** option to confirm. `Entry Deleted` is displayed.
4. Press *and hold* to exit and return to standby.

If you decide not to delete, select **Save** option.

Delete all redial numbers

1. Press LNR. The last number called is displayed.
2. Press *and hold* the **Del** option for 3 seconds. `Clear Dialled Calls?` is displayed.
3. Select the **Del** option to confirm. `Redial List Deleted` is displayed.

Keypad lock

You can lock the keypad so that it cannot be used accidentally while carrying it around.

To lock the keypad:

1. Press then press *. The display shows the symbol .

To unlock the keypad:

1. Select the **UNLOCK** option then press *. The display will return to standby.

If you press any button while the keypad lock is on, the display will show `Press Unlock` then * for 3 seconds and then return to standby.

IMPORTANT
If the keypad is locked you will NOT be able to dial the emergency numbers 999 and 112.

Paging

You can alert a handset user that they are wanted or locate a missing handset.

Paging calls cannot be answered by a handset.

The paging ring will stop automatically after 30 seconds if no button is pressed and your handset will return to standby.

1. Press Find on the base. The paged handset(s) rings
2. Press Find to stop the paging ring

   Or

   Press any button on the handset.

255 Name and number phonebook

You can store up to 255 names and numbers in the phonebook. Names can be up to 13 characters long and numbers up to 24 digits. You can also select different ring tones for phonebook entries.

Store a name and number

1. Select the 📖 option.
2. *When storing the first entry:* Add Entry is highlighted, press **OK** to select.

   When storing further entries: press **Opt** to display Add Entry, then press **OK** to select.
3. Enter Name is displayed. Enter the name using the keypad.
4. Select **OK** option to confirm. Enter Number is displayed.
5. Enter the telephone number using the keypad.

Entering names
There is a character map on page 14 to help you when entering names.

Use the keypad letters to enter names, e.g. to store TOM:

Press 8 once to enter T.

Press 6 three times to enter O.

Press 6 once to enter M.

Writing tips
Press C to delete the last character or digit.

Select **A-a** option to switch between upper and lower case.

Press 1 to insert a space.

Use 0, 1, * and # for other punctuation characters, see page 14 for full character map.

You MUST enter a name and a number, otherwise the display will show Error.

6. Select **OK** option to confirm.
7. The ringer melody options are displayed. Use or to scroll through and hear a sample of each melody. When you hear the melody you want, press **Save** to confirm. Display shows Entry Saved.
8. Press *and hold* to exit and return to standby.

View/check details for an entry

1. Select the option. The phonebook entry you used last is displayed.
2. Use or to scroll and find the entry you want or search alphabetically.
3. Select **Opt** then press or to display Show Details and select **OK**.

   All the details for this entry are displayed: the name, the number, and the selected ringer melody.

Dial an entry

1. Select the option. The phonebook entry you used last is displayed.
2. Use or to scroll and find the entry you want or search alphabetically.
3. Press to dial the displayed number.

Entering numbers

Make sure you enter the full telephone number including the dialling code if you subscribe to a Caller Display service and want the name of your caller displayed instead of the number.

To enter a pause in a phonebook number, press and a P will be displayed. For more information on pauses, see page 96.

The ringer melody option means that when you receive a call from a number stored in your phonebook the ringtone you choose will be played.

To search alphabetically

Press the relevant keypad button, e.g. for TOM, press then scroll through the entries under T.

To search alphabetically
Press the relevant keypad button, e.g. for TOM, press 8 then scroll through the entries under T.

Edit a name and number

1. Select the option. The phonebook entry you used last is displayed.
2. Use or to scroll and find the entry you want to edit or search alphabetically.
3. Select **Opt**, then use or to display Edit Entry and select **OK**.
4. Edit Name and the name are displayed. Use to delete any incorrect characters, then enter new ones using the keypad and select **OK** to confirm. Edit Number is displayed.
5. Use to delete any incorrect digits, then enter new ones using the keypad and select **OK** to confirm.
6. The ringer melody options are displayed. Use or to scroll through the options. When you hear the melody you want, press **Save** to confirm. Display shows Entry Saved.
7. Press *and hold* to exit and return to standby.

Delete a name and number

1. Select the option. The phonebook entry you used last is displayed.

2. Use or to scroll and find the entry you want to edit or search alphabetically.
3. Select **Opt**, then use or to display Delete Entry and select **OK**.
4. Delete Entry? and the entry details are displayed. Select **Del** to delete, Entry deleted is displayed.

If you decide not to delete, select the **Save** option.

Copy an entry to another handset

When you have more than one handset registered to your BT Synergy 4500 base, you can use this feature to copy entries between handsets.

1. Select the 🕮 option. The phonebook entry you used last is displayed.
2. Use or to scroll to the entry you want to copy (or search alphabetically).
3. Select **Opt**, then use or to display Copy Entry and select **OK**.
4. Using the keypad, enter the number of the handset you want to copy to and select **OK**.

   The display shows Please Wait then Copying to Handset X (where X is the selected handset).
5. *At the receiving handset* the display shows Copy Entry? select **OK** to confirm.

The display then shows Copying From Handset X. When copying is complete the new entry will be displayed in the phonebook list.

6. *At the original handset* a beep will confirm the entry has been copied.

   Press *and hold* to exit and return to standby.

Copy the entire phonebook to another handset

When you have more than one handset registered to your BT Synergy 4500 base, you can use this feature to copy the entire phonebook from one handset to another. This will save you having to copy each entry over manually.

1. Select the option. The phonebook entry you used last is displayed.
2. Use or to scroll to the entry you want to copy (or search alphabetically).
3. Select **Opt**, then use or to display Copy Phonebook and select **OK**.
4. Using the keypad, enter the number of the handset you want to copy to and select **OK**.

   The display shows Please Wait then Copying to Handset X (where X is the selected handset).

5. *At the receiving handset* the display shows Replace Phonebook? select **OK** to confirm.

   The display then shows Copying From Handset X. Each entry will then be copied in turn.

6. *At the original handset* a beep will confirm when all entries have been copied.

   Press *and hold* to exit and return to standby.

Copy to or from a SIM card

With the 'SIM copy' feature you can copy entries from SIM Card to phonebook or from phonebook to SIM card. So within minutes, you can have all your mobile contacts saved onto your landline phone for quick and easy dialling.

1. Insert the SIM card into the SIM READER slot on the side of the base.
2. Select option. The phonebook entry you used last is displayed.
3. Select **Opt**, then use or to to display SIM Copy and select **OK**.
4. Use or to display either Copy from SIM or Copy to SIM and select **OK**.

Problems copying numbers

If you try to copy a phonebook entry to another handset and the other handset is switched off, out of range, or the number of the handset you have entered is unavailable, you will hear the error tone.

If you try to copy the entire phonebook to another handset and the other handset is switched off, out of range, or the number of the handset you have entered is unavailable, Copy Phonebook Fail will be displayed.

Stored ringer melodies you have assigned to phonebook entries are specific to the BT Synergy 4500 and will therefore not be copied to another type of handset.

Please note that you cannot remove the SIM tray from the base completely.

SIM copy/write is to and from one handset. To transfer entries to other handsets after SIM copy it is best to use the copy entry or copy phonebook command in the phonebook menu.

Please ensure that you have copied your mobile phone phonebook to the SIM successfully.

5. The display will show `Please Wait` while it checks your SIM card, followed by one of the below results:

   `Copying` will be displayed, followed by the entry name if copying an entry or by % checked if reading a blank SIM entry until copying is completed. Once complete the number of entries copied will be displayed. If the phonebook is full, `Directory Full` will be displayed.

   Or

   `Please Insert SIM Card` will be displayed, if you have not already inserted the SIM card into the base. Insert the SIM card now and follow the above instructions.

   Or

   `SIM card PIN code:` will be displayed if your SIM card is PIN protected. Enter your SIM PIN code and press **OK**. If the correct code is entered, copying will begin as detailed above. If the incorrect PIN is entered, `Incorrect SIM Card PIN` is displayed and the display will return to the PIN entry screen. If you enter the incorrect PIN a second time (including attempts made on other devices), `SIM PIN Error` is displayed and the display will return to the phonebook menu.

If you do not know your SIM card PIN code or if you lock the SIM, please contact your mobile phone/SIM provider.

You only have two attempts to enter your PIN code correctly. You will not be able to try a third time as this could risk locking the SIM. You will need to insert the SIM back into another device, i.e. your mobile and enter the PIN correctly before trying to copy to your BT Synergy again.

The PIN number will be displayed as asterisks for security reasons.

Access code

1. Select option.
2. Use or to select Access code and press **OK**.
3. **On** and **Off** are displayed as options. Either, select **On** to activate prefix dialling. Code: is displayed. Enter the prefix you require, e.g. 9 and select **OK**. You will hear a confirmation beep and the display will return to the phonebook menu. Or, select **Off** to deactivate prefix dialling. The display will return to the phonebook menu.

If your BT Synergy 4500 is connected to a switchboard, you may need to enter an access code in the dialling sequence to be able to connect to the outside line.

The access code will not be used when you dial the number yourself (rather than for example from the phonebook) to allow you to make calls to other switchboard extensions.

Change the SIM Code

1. Select option. The phonebook entry you used last is displayed.
2. Select **Opt**, then use or to display SIM Code and select **OK**.
3. Use or to select either Country Code, National Code or International Code and select **OK**.
4. Using the keypad, enter the dialling code and select **Save**. You hear a confirmation beep.
5. Press *and hold* to exit and return to standby.4. Use or to select either Country Code, National Code or International Code and select **OK**.

SIM Country Code
These settings control the conversion of numbers from mobile format which may include +44 and may have the 0 removed from the area code. You should not normally need to alter these settings if you are using your BT Synergy 4500 in the UK and your mobile to call UK numbers. If this is not the case, then please call the BT Synergy 4500 Helpline for assistance on 0870 605 8047.

Handset settings

Handset ringer volume

The handset has 6 ringer volume settings: Off and 1–5 where, 1=low and 5=high. The default setting is 5.

1. Press or until Handset Settings is displayed then select the **OK** option.
2. Handset Ringer Volume is displayed, select **OK** option.
3. Press or to display either External Volume or Internal Volume then select the **OK** option.

You will hear a sample ring for all settings (except Off).

4. The current setting is highlighted. Press or to highlight the volume you require.
5. Select the **OK** option and you will hear a confirmation tone.
6. Press *and hold* to exit and return to standby.

Handset ringer melody

The handset has 15 ringer melodies to choose from, 5 standard and 10 polyphonic.

1. Press or until Handset Settings is displayed then select the **OK** option.
2. Press or until Handset Ringer Melody is displayed then select the **OK** option.

3. Use Menu or Menu to choose between External Melody or Internal Melody then select the **OK** option.
4. The current melody is highlighted and played. Press Menu or Menu to highlight the melody you want.
5. Select the **OK** option and you will hear a confirmation tone.
6. Press *and hold* to exit and return to standby.

You will hear a sample ring on each button press.

Handset earpiece volume

The handset has 5 earpiece volume settings. The default setting is 3.

1. Press Menu or Menu until Handset Settings is displayed then select the **OK** option.
2. Press Menu or Menu until Handset Ear Volume is displayed then select the **OK** option.
3. Press Menu or Menu to select the volume you want and select the **OK** option to confirm.
4. Press *and hold* to exit and return to standby.

Auto answer

If you set Auto Answer to ON, when you receive an incoming call and the handset is in the base, you can pick it up to answer the call. You do not need to press .

1. Press or until Handset Settings is displayed then select the **OK** option.
2. Press or until Auto Answer is displayed then select either the On or Off option and you will hear a confirmation tone.
3. Press *and hold* to exit and return to standby.

Handset name

You can give your handset a personalised name to personalise if you are using more than one handset. The maximum number of characters is 10.

1. Press or until Handset Settings is displayed then select the **OK** option.
2. Press or until Handset Name is displayed then select the **OK** option.
3. Press to delete unwanted characters and enter a new name using the keypad.

4. Select the **OK** option and you will hear a confirmation tone.
5. Press *and hold* to exit and return to standby.

Display language

You can change the language that is shown on your handset display. The available languages include English, Français, Deutsch, Italiano and Espanol.

1. Press or until Handset Settings is displayed then select the **OK** option.
2. Press or until Language is displayed then select the **OK** option.
3. Press or to select the language you want.
4. Select **OK** option and you will hear a confirmation tone.
5. Press *and hold* to exit and return to standby.

Warning tones

Your BT Synergy 4500 allows you to set beeps/warning tones to alert you to various situations.

You can set a confirmation beep to sound each time a keypad button is pressed and you can set a warning beep

to sound when the batteries are low or when your handset goes out of range.

1. Press or until Handset Settings is displayed then select **OK** option.
2. Press or until Warning Tones is displayed then select **OK** option.
3. Press or to select either Key Tones, Low Battery Tone or Out Of Range Tone.
4. With the warning tone you want displayed, select either the On or Off option and you will hear a confirmation tone.
5. Press *and hold* to exit and return to standby.

If you switch the handset key tones off, you will not hear any confirmation tones when altering settings.

Base settings

Base ringer volume

The base has 6 ringer volume settings: Off or 1 to 5. The default setting is 5.

1. Press Menu or Menu until Base Settings is displayed then select the **OK** option.
2. Base Ringer Volume is displayed, select **OK** option.
3. Press Menu or Menu to highlight the volume you require.
4. Select the **OK** option and you will hear a confirmation tone.
5. Press *and hold* to exit and return to standby.

You will hear a sample ring for all settings (except Off).

Base ringer melody

The base has 5 ringer melodies to choose from.

1. Press Menu or Menu until Base Settings is displayed then select the **OK** option.
2. Press Menu or Menu until Base Ringer Melody is displayed then select the **OK** option.
3. The current melody is highlighted and played. Press Menu or Menu to highlight the melody you want.
4. Select the **OK** option and you will hear a confirmation tone.
5. Press *and hold* to exit and return to standby.

You will hear a sample ring on each button press.

PIN code

Your BT Synergy 4500 has a security PIN code which you will need to change some of the base settings. The default setting is 0000. You may want to change this to prevent unauthorised changes to your settings.

1. Press Menu or Menu until Base Settings is displayed then select the **OK** option.
2. Press Menu or Menu until PIN Code is displayed then select the **OK** option.
3. PIN Code? is displayed. Enter the current 4 digit PIN code and select the **OK** option.
4. New PIN? is displayed. Enter a new 4 digit PIN code and select the **OK** option.
5. Confirm PIN? is displayed. Re-enter the new PIN code and select the **OK** option. You will hear a confirmation beep.
6. Press *and hold* to exit and return to standby.

For security when you enter each digit of the PIN code it will be displayed as a *.

Dial mode

Your BT Synergy 4500 is pre-set to Tone dialling (Tone/Time Break). If required you can change this setting, the dial mode options are Tone/Time Break, Tone/Earth or Pulse/Earth.

1. Press Menu or Menu until Base Settings is displayed then select the **OK** option.
2. Press Menu or Menu until Dial Mode is displayed then select the **OK** option.
3. Press Menu or Menu to highlight the dial mode you want.
4. Select the **OK** option and you will hear a confirmation tone.
5. Press *and hold* to exit and return to standby.

Restore default settings

You can restore your BT Synergy 4500 to its default (original) settings. Please note this will delete your phonebook, redial and calls list.

If you are registered to more than one base and you try to restore the default settings, you may need to re-select the base you wish to use.

1. Press Menu or Menu until Base Settings is displayed then select the **OK** option.
2. Press Menu or Menu until Restore Settings is displayed then select the **OK** option.
3. PIN Code? is displayed. Enter your 4 digit PIN code and select the **OK** option. The handset power switches off and the base beeps. The handset will then switch itself back on and show the standby display.

Default settings

Handset Name	BT SYNERGY
Low Battery Tone	ON
Out of Range Tone	ON
Key Tones	ON
Auto Answer	ON
Handset Internal Ringer Melody	1
Handset Internal Ringer Volume	5
Handset External Ringer Melody	1
Handset External Ringer Volume	5
Earpiece Volume	3
Handset Language	English
Directory	Empty
Calls List	Empty
Redial List	Empty
Base Ringer Volume	5
Base Ringer Melody	1
PIN code	0000
Pause	3 Seconds
Dial Mode	Tone/TBR
Key Lock	OFF
Recall	100ms
Alarm	OFF
Date and Time	Jan1st 12:01
SMS Incoming SC Number 1	0800 58752
SMS Outgoing SC Number 1	1470P1709400
SMS Incoming SC Number 2	Empty
SMS Outgoing SC Number 2	Empty
SMS Common Box Sub Address	9

Date and time settings

Set the date and time

To set date and time please refer to page 10.

If you subscribe to a Caller Display Service from your network provider the time will be set when you receive your first call.

Set the alarm

You can use your BT Synergy 4500 as an alarm clock.

1. Press Menu or Menu until Date & Time Settings is displayed then select **OK** option.
2. Press Menu or Menu until Set Alarm is displayed. Select the **On** option to set an alarm. The first digit is highlighted.
3. Enter the time you want the alarm to sound in 24-hour format, e.g. for 07:30am, press **0**, **7**, **3**, **0** then select the **OK** option.
4. Press Menu or Menu to select an alarm melody, then select the **OK** option.
5. Press Menu or Menu to select Once on Daily, then select the **OK** option. You will hear a confirmation tone.
6. Press *and hold* to exit and return to standby.

Select Once for a one-off alarm, or select on Daily if you want the alarm to ring daily at the set time.

Silence the alarm

1. Press the **STOP** option button.

Answering machine

Symbol	Definition
(Blank)	Power off.
C-0 (flashing)	Day/Time needs to be set.
0-9	Answer-on mode, 0-9 messages.
9 (flashing)	10-59 messages. Indicates when more than 9 messages are stored.
- alternating with 0-9	Power on, but set to answer off mode. The display flashes between a dash and the number of messages saved in the memory.
A (flashing)	Handset menu or Remote access in use.
E (flashing)	Error.
F (flashing)	Memory full.
P (flashing)	Message paused.
P-1: Alternating between P & 1	When selecting or playing Answer & Record outgoing message.
P-2: Alternating between P & 2	When selecting or playing Answer Only outgoing message.

Your BT Synergy 4500 can digitally record up to 11 minutes of messages, with each message lasting a maximum of 3 minutes. As well as recording incoming messages, you can record memos for other users.

You can operate your answering machine from:

- the base.
- the handset.
- remotely, from any other Touchtone™ telephone, *see page 53*.

Your BT Synergy 4500 comes with two pre-recorded outgoing messages, Answer and Record or Answer Only, but if you wish you can record your own.

You will need to set the day and time (if you have not already done so) so that you will know when each message was received, *see page 9-10*.

Base display

The base display shows symbols relative to your answering machine and the table opposite provides an explanation of what these symbols mean.

Setting up the answering machine

Switch the answering machine ON/OFF using the base

1. Press *and release* Ans. On/Off to switch ON or OFF.

   If you hear, *"Answer on, your answer and record outgoing message is...."*, the answering machine is switched on and is ready to answer incoming calls and record any messages. The display on the base shows the number of messages stored in the memory.

   If you hear *"Answer off"* the answering machine is switched off. The display on the base will flash between a dash (-) and the number of messages saved in the memory.

Switch the answering machine ON/OFF using the handset

1. Press Menu or Menu until the display shows Answer. The current status (Off or On) is highlighted.
2. If you want to change the status, press *either* the **OFF** or **ON** option button. Your chosen setting will be announced and then the display will return to standby.

Symbol	Definition
r (flashing)	Message recording (memo, outgoing message or incoming message).
t or 2 to 9	Setting or reading answer delay.
8-0	Counting down.

If you have selected Answer Only mode the caller will hear an advisory announcement only, and will not be able to leave a message, *see page 43-44*.

The only option available is to toggle the setting, i.e. if the machine is set to Answer on you can only change to Answer off and this change of setting only will be announced.

If you adjust the volume when the answering machine is not being used, a beep sounds at each press. When the volume reaches its highest or lowest levels two beeps will sound.

Base loudspeaker volume

You can adjust the base loudspeaker volume from 0 (volume off) to 9, plus H (maximum volume). The default level is 5.

1. Press Vol. to increase the volume or Vol. to decrease the volume.

Answer delay

For more information on Time Saver setting, *see page 54*.

Time Saver is displayed on the base unit as t and on the handset as Time Saver.

Answer delay sets the number of times your BT Synergy 4500 will ring before the answer machine picks up your call and starts playing the outgoing message.

You can change this setting to between 2-9 rings or time saver (t). The default setting is 6 rings.

To change the answer delay setting via the base

1. Press *and hold* Skip until the current setting is announced, then *release*.
2. Press *and release* Skip repeatedly to scroll through the settings, until you reach the setting you want. With each press the option will be announced and shown on the base display.

   When you hear the setting you want, *do not press* the Skip button again. After a short delay your chosen

setting will be announced to confirm e.g. *"Calls will be answered after 6 rings"*.

Check the answer delay setting

1. Press *and release* Skip. The current setting will be announced and shown on the display.

To change the answer delay setting via the handset

1. Press Menu or Menu until the display shows Answer Settings and select the **OK** option.
2. Press Menu or Menu until the display shows Answer Delay and select the **OK** option.
3. The current setting is highlighted. Use Menu or Menu to highlight the setting required between 2 and 9 or Time Saver and select the **OK** option.

Audible message alert

When you have new messages, with the audible message alert switched on, you will hear a beep every 10 seconds.

With the answering machine ON and in standby mode:

The default setting is OFF.

The message alert beep is at the volume you have set for the loudspeaker.

To check the audible message alert setting

1. Press *and release* Skip. The prompt will announce, *'Message alert on/off'*, as appropriate.

To set audible message alert via the base

1. Press *and hold* Skip to change the setting. The prompt will announce, *'Message alert on/off'*, as appropriate.

To set audible message alert via the handset

1. Press Menu or Menu until the display shows Answer Settings and select the **OK** option.
2. Press Menu or Menu until the display shows Message Alert and select the **OK** option.
3. The current setting is highlighted. Press **ON** option button to switch ON or press **OFF** option button to switch OFF. An announcement will confirm the setting.

Outgoing messages

The outgoing message is the message a caller first hears when the answering machine picks up their call. There are 2 pre-recorded outgoing messages to choose from (see note opposite) or you can record your own. You can only record your own outgoing message via the handset.

Answer and Record
The pre-set Answer and Record outgoing message, that allows your caller to leave a message, is "Hello, your call cannot be taken at the moment, so please leave your message after the tone".

Record your own outgoing message

Your Answer and Record outgoing message can be up to 3 minutes long and will replace the pre-recorded message.

Your Answer Only message can be up to 12 minutes long (maximum recording length) and will replace the pre-recorded message. However, you should try to keep your message short to allow time for recording memos, or incoming messages when using Answer and Record mode.

Answer Only
The pre-set Answer Only outgoing message, where callers hear an announcement but cannot leave a message, is "Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later".

When recording your Answer Only message, remember to advise your caller that they will not be able to leave a message.

To reinstate the pre-recorded message, *see page 47*.

Record your own outgoing message (via the handset)

1. Lift the handset and press Menu or Menu until display shows Answer Settings and select the **OK** option.
2. Press Menu or Menu until display shows Outgoing Message and select the **OK** option.
3. Press Menu or Menu until display shows either Answer And Record *OR* Answer Only and select the **OK** option.
4. Display shows Outgoing Message together with options New and Play.
5. Select the **New** option. You will hear, *"Please speak after the tone. To end recording, press square"*.

To hear the current OGM before recording a new one, select the **Play** option.

When recording your own Answer Only outgoing message, please remember not to invite your caller to leave a message as the Answer Only mode will not record incoming messages.

6. After the tone, speak your message clearly into the handset and press # to end recording. The prompt will announce, *"Your outgoing message is"*, and your message will be played back to you.

Check your outgoing message (via the handset)

1. Press Menu ▲ or Menu ▼ until display shows Answer Settings and select the **OK** option.
2. Press Menu ▲ or Menu ▼ until display shows Outgoing Message and select the **OK** option.
3. Use Menu ▲ or Menu ▼ to display either: Answer & Record *OR* Answer Only and select the **OK** option.
4. Display shows Outgoing Message, select the **Play** option and the machine will announce, *"Your outgoing message is"*, and your message will be played back to you.

Select the outgoing message answer mode

Via the base:

1. Press *and hold* Ans. On/Off until you hear, *"Please select outgoing message"*, then *release* the button.
2. To select Answer and Record, press *and release* Skip ◀◀ or to select Answer Only, press *and release* Skip ▶▶. Your chosen message will be announced over the base speaker.

Via the handset:

1. Press or until display shows Answer Settings and select the **OK** option.
2. The display shows Answer mode, select the **OK** option.
3. Use or to display either: Answer & Record *OR* Answer Only and select the **OK** option.

   Your chosen outgoing message will be announced via the handset.

Re-instate the pre-recorded outgoing message

You can delete your own outgoing message and go back to using the pre-recorded outgoing message.

Via the handset:

1. Lift the handset and press or until the display shows Answer Settings and select the **OK** option.
2. Press or until the display shows Outgoing Message and select the **OK** option.
3. Use or to select either: Answer & Record *OR* Answer Only and select the **OK** option.
4. The display shows Outgoing Message. Select the **Del** option to delete your own outgoing message and reinstate the default outgoing message.

Via the base:

1. Press *and hold* Ans. On/Off until you hear, *"Please select outgoing message"* then *release* the button.
2. To select Answer and Record, press *and release* Skip or to select Answer Only, press *and release* Skip. The selected OGM begins to play back.
3. *Whilst your selected outgoing message is playing*, press Del on the base. The message will stop playing, you will hear a short beep and then the default outgoing message will play.

Using the answering machine via the base

Message playback

Press Stop at any time to stop playback.

1 Press Play. You will hear, *"You have (n) messages"*.

Your message(s) begin to play back, starting with the first message received. Both new and old messages will be played.

At the start of each message, the number of the message is announced and displayed on the base. At the end of each message the day and time the message was received are announced.

During playback:

- Press Play, to pause a message, P will flash in the display and you will hear a beep every 10 seconds.
- Press Play again to resume playback.
- Press Skip to play the next message.
- Press *and hold* Skip to play the next message at 1½ times the speed (fast playback).
- Press Skip *once* to repeat the current message.
- Press Skip *twice quickly* to play the previous message.
- Press Del to delete the current message. You will hear, *"Message deleted"*.

Using the answering machine via the handset

You can use your BT Synergy 4500 for a variety of functions: to listen to your messages; delete, skip forward or backward; record a memo or new outgoing message, and to screen incoming calls.

Message playback

1. Select the ⚮ option. The display shows Play Messages along with number of new messages (New) and the total number of old and new messages (All).
2. *To play new message(s) only:*
   Select the **New** option. Your new messages will be played.

   To play all messages (old and new):
   Select the **All** option. All your messages will be played in the order they were received.

   At the start of each message, the number of the message and the day and time the message was received is announced.

During playback, you can select the following options using the handset:

- Press I<< ***once*** to repeat the current message.
- Press I<< ***twice*** to play the previous message.
- Press DEL to delete the current message.
- Press >>I to play the next message.

At the end of playback:
You will hear, *"End of messages. To delete all messages press delete"*. Display shows End of messages and counts down from 8-0.

- Select the **Del** option during the countdown to delete all messages. If you do not want to delete messages, select the **Save** option.

Record a memo

You can record a memo message for another user of your BT Synergy 4500. Your memo can be up to 12 minutes (maximum recording time), but you should try to keep it short to leave space for other messages.

1. Pick up the handset. Press Menu or Menu until the display shows Record Memo and select the **OK** option.

If you select a message to be deleted, it will be deleted at the end of playback after the 8 second countdown and confirmation tone.

If you decide not to delete, select the **Save** option

2. You will hear, *"Please speak after the tone. To end recording press square"*.
3. After the beep, speak your memo clearly into the handset. While recording, the display will show To End Recording Press#.
4. Press # to end recording.
5. The display will return to the standby screen. Your memo is now stored and can be played back in the same way as incoming messages.

Call screening

When the answering machine is on and takes a call, you can use the loudspeaker to listen to the caller leaving a message. You can then identify the caller and decide whether to take the call in person.

Make sure the volume on the base is set to an audible level, *see page 42*.

You can adjust the call screening volume using the ▲ Memo or Memo ▼ buttons.

To screen a call via the base

1. Press , or lift the handset off the base, if you want to interrupt and speak to the caller. Recording will stop automatically.

To screen a call via the handset (when the handset is off the base)

1. When your BT Synergy 4500 rings, select the **Screen** option. You can hear your caller begin to leave a message. Display shows Screening and Talk above the right hand option button.
2. If you want to interrupt and speak to the caller select the **Talk** option. Recording will stop automatically.
3. If you want to end call screening and let the answering machine take the call and finish recording the message, press .

Remote access

You can operate your answering machine from any Touchtone™ phone by calling your BT Synergy 4500 and entering a 3 digit security PIN. Using a PIN code prevents other people from accessing your machine without permission.

IMPORTANT
You should change the security PIN from the original setting of 000.

It is advisable to make a note of your new PIN code and keep it somewhere safe.

Change the remote access PIN code via the handset

1. Press or until the display shows Answer Settings and select the **OK** option.

Time saver
When you ring in to access your messages remotely, if your answering machine is set to time saver and you have new messages it will answer after 2 rings, if you do not have any new messages, it will answer after 6 rings. This means you can hang up after 3 rings knowing you have no new messages, saving you time and the cost of the call.

You cannot use this feature if you have BT Answer 1571 or Call Minder active as the call will be intercepted before the 20 rings.

Your handset will automatically return to standby if no button is pressed for 8 seconds or more.

If you have any new messages they will be played after you have entered your security PIN code.

If you enter the incorrect PIN code you will be allowed one further attempt, if it is still incorrect you will hear, "Thank you for calling", and your BT Synergy 4500 will hang up.

If no button is pressed for 8 seconds or more your BT Synergy 4500 will hang up.

2. Press Menu until the display shows `Remote Access Code` and select the **OK** option.
3. Display shows current PIN code (default 000) and you hear, *"Please enter new security code"*. Enter a 3-digit PIN code of your choice and select the **OK** option.
4. Your PIN code is announced.
5. Press *and hold* to exit and return to standby.

Switch your answering machine on remotely

If you forget to switch your answering machine on, you can do it remotely from another phone.

1. Dial your telephone number and let it ring. After 20 rings you will hear your outgoing message.
2. Press *, then enter your security code.
3. Press **7** *within 8 seconds*. You will hear *"Answer On"* and your answering machine will switch on ready to answer incoming calls.

To check for messages

1. Dial your phone number. When you hear your outgoing message, press *. You will hear, *"Please enter your security code"*.

2. Enter your 3 digit code. You will hear, “You have ‘n’ new messages” and they will be played back. If you have no new messages, you will hear, *“You have no new messages, to hear main menu press 1”.*

Operating your answering machine remotely

When you have accessed your answering machine messages, you can press 1 to hear the remote access main menu options.

Simply follow the instructions you hear:

“To play all messages, press 2”.

“To play new messages, press 3”.

“To skip back during messages, press 4”.

“To delete during messages, press 5”.

“To skip forward during messages, press 6’”.

“To set answer on or off, press 7”.

“To hear the outgoing message menu, press 8”.

“To set a new security code, press 9”.

“To hear main menu again, press 1”.

BT Calling Features

Caller Display

If you have subscribed to a Caller Display Service, you will be able to see your caller's number on your handset display (provided it is not withheld) prior to answering the call.

If your caller's name and number are stored in the phonebook and a name/number match is found, you will see the caller's name on the display instead.

To ensure that the caller's name is displayed, make sure you have stored the full number, including the dialling code in the phonebook.

IMPORTANT
To use Caller Display you must first subscribe to the service from your network provider. A quarterly fee may be payable. For more information on BT Calling Features call BT free on 0800 800 150.

It may take a couple of seconds for the display to show the telephone number or name for an incoming call. The display will initially display External Call followed by the number.

Your BT Synergy 4500 can display numbers up to 20 digits and names up to 13 characters.

If a caller has withheld their number, Withheld will be displayed.

Calls list

The Calls list holds up to 50 telephone numbers (includes Received and Missed calls) and they are stored in the order they were received. The caller's details are stored in the Calls list whether you answered the call or not. If a call is received when the list is full, the oldest entry will be deleted automatically.

When a new call is received in the Calls list the ☎ icon will flash on the display and the calls counter above the icon shows how many new calls you have received.

View and dial from the Calls list

1. Select the ☎ option. The most recently received number or name is displayed. New is displayed when a call is new (has not yet been viewed).

2. Use or to scroll through the list.
3. To dial a displayed number, press . The number will be dialled automatically and the display will show Dialling.

   Or, Press *and hold* to exit and return to standby.

   When all new calls have been viewed New will disappear and the call counter will show the total amount of old calls received.

If the number is unavailable, Unavailable will be displayed.

If the call is from an international number, International will be displayed.

If the call is from the operator, Operator will be displayed.

If the call is from a payphone, Payphone will be displayed.

If the call is from a ringback request, Ringback will be displayed.

Copy a Calls list number to the phonebook

1. Select the option. The most recently received number or name will be shown.
2. Use or to scroll through the list to the number you want.
3. Select the **Copy** option, Enter Name is displayed.
4. Enter a name using the keypad, then select the **OK** option.
5. Edit Number is displayed. Select the **OK** option to confirm.
6. The ringer melody options are displayed, use or to scroll through the options. You will hear a sample of each melody, when you hear the one you want select the **Save** option to confirm. Display shows Entry Saved.
7. Press *and hold* to exit and return to standby.

See ‘Entering names’ and ‘Writing tips’ on page 22.

If you need to edit the number, use to delete any unwanted digits, then enter new ones using the keypad.

Delete a Calls list number

1. Select the ☎ option. The most recently received number or name will be shown.
2. Use Menu ▲ or Menu ▼ to scroll through the list to the number you want.
3. Select the **Del** option. `Delete Entry?` is displayed.
4. Select the **Del** option again to confirm. `Entry Deleted` is displayed and then the next entry in the Calls list.

If you decide not to delete, select the **Save** option.

5. Press *and hold* ⏻ to exit and return to standby.

Delete the whole Calls list

1. Select the ☎ option. The most recently received number or name will be shown.
2. Select *and hold* the **Del** option for 2 seconds. `Clear Calls List?` is displayed.
3. Select the **Del** option again to confirm. `Calls List Deleted` is displayed and then the standby screen.

If you decide not to delete, select the **Save** option.

Call Waiting

With Call Waiting, during a call, if another caller is trying to reach you, you will hear a soft beep every 5 seconds.

If you have also subscribed to a Caller Display Service, the caller's number (or name if stored in the Directory) will be shown on the display for 20 seconds, after this time the display will return to your first caller's details.

Instead of the engaged tone, the second caller will hear an announcement to hold as you are aware that they are waiting.

IMPORTANT
To use Call Waiting you must first subscribe to the service from your network provider. A quarterly fee is payable.

For more information on BT Calling Features call BT free on 0800 800 150.

The Call Waiting beep is not audible to the person you are speaking to.

To use Call Waiting

To answer the second call, without disconnecting from your first caller:

1. Press R Int. The first caller will be put on hold.
2. Press R Int *again* to return to the first caller, and then press it each time you want to switch between the two callers.

To disconnect the first call and take the waiting call:

1. Press to end the call with the first caller. The handset will then ring.
2. Press and continue your conversation with the second caller.

Voice Mail/Message Waiting

If you are connected to a compatible switchboard/PBX and you have new voice messages waiting, the symbol will flash in the display to alert you.

You can see the date and time the call was received and the number for your voice mail server provider when you view the Calls list (see page 56). While viewing the number in the Calls list, press to dial the server number and then follow the instructions given to access your messages.

Text messaging

Welcome to the BT text messaging Service on your BT Synergy 4500. Your BT Synergy 4500 can send and receive text messages from participating mobile networks and compatible landline telephones in the UK.

The fixed line text service is provided under BT's terms and conditions for telephone service. These can be found by visiting the BT.com website at: http://www.bt.com/terms/tor.htm

Subscribe to the text messaging service

When you send your first text message from your BT Synergy 4500 you will automatically be registered for the service.

On receipt of your first text through the service, the system will send you a welcome text message back.

You may also register by sending the word 'Register' to 00000 upon which you will receive a confirmation message.

Cost of the fixed line service

There is no subscription charge (other than the subscription to Caller Display). Visit the BT.com website (www.bt.com) to find out how much it costs to send a text message (depends upon your call package).

IMPORTANT
You must subscribe to your Network Provider's Caller Display service so that you can use text messaging and you must not withold your telephone number. A quarterly fee may be payable, please contact your network provider for more details.

You may also send messages to landline phones that are NOT text compatible. Messages to non-compatible lines will be connected to voice text and delivered in spoken words to the telephone as a call. Please note that the conversion can translate common abbreviations and smileys etc, but to ensure maximum clarity of message delivery, abbreviations etc should be used sparingly.

Two text phones connected to the same phone line
Text messages cannot be received if two text messaging products are plugged into the same telephone line, e.g. two text phones. One device must be unplugged or have receive text disabled (please refer to the product documentation) to enable incoming text messages on the other device.

At any time, press **Back** to go back to the previous screen, or press and hold to cancel and return to standby.

Send a text message

1. Press or , TXT Menu is displayed. Select the **OK** option.
2. ***If you have set up personal user areas***, press or to highlight the user area you want and press **OK**. Enter your sub-address PIN code and press **OK**.

   If you have not set up any user areas continue to point 3.

For more information on personal user boxes (sub-addresses), see page 74.

3. Write Message is displayed. Select the **OK** option.
4. Use the keypad to write your message then select **Opt**.

Select the **Clear** option to delete incorrect characters.

Use or to move the cursor through the text, if you want to insert/delete text.

For help with entering text, see page 22.

5. You can now use or to scroll and choose from the following options:

   Send to – Select **OK**.

   Either enter the number you want to send to using the keypad and select **OK**.

   Or, select to open the phonebook and scroll or to search for the name you want and select **OK**.

   Or, select to open the Calls list and scroll or to search for the name/number you want and select **OK**.

In the middle of the display, above the middle option button the number of remaining characters is displayed.

Select **OK** again to confirm and view the sending mode options:

Press or to select Text, Fax or E-Mail and select **OK**.

Additionally, you can select **Opt** to display further sending options:

Press or to display Save and select **OK**.

Save – will save to outbox so messages can be sent/completed later.

Press or to select On or Off and select **OK**.

Add Symbols – use to insert a punctuation symbol into a text message.

Select **OK** to display the choice of symbols. Scroll or to the symbol you want and select **OK**. The symbol is added to your text at the cursor.

Insert number – use to insert a number into a text message. Numbers can be inserted from the phonebook or calls list by pressing the button next to the relevant icon.

Select **OK**. Enter the number using the keypad and select **OK**. The number is added to your text at the cursor.

Save – to save a message in the Outbox for sending later.

Select **OK**. Message Saved is displayed.

If the text is unsuccessful, the message Unable to send will be displayed.

In order to send and receive text messages you must not withhold your number. On most networks if you normally withhold your number the 1470 prefix presents your number for you.

Receiving a call while writing a text
If you are writing a text and you receive a call the text will be lost.

Delete – to delete a message.

Select **OK**. Delete Message? is displayed.

Select **Del** to delete, Message Deleted is displayed.

Or select Save to cancel deletion and Message Saved is displayed.

6. When sending a message, the display shows Sending Message, then Sending TXT during transmission and if the message is sent successfully Message Sent.

Sent messages are stored in the Outbox

Your BT Synergy 4500's outbox is like a redial list. It holds a copy of the latest sent messages, up to a maximum of 50*. Each message has details of the number where the message was sent, the time and the date it was sent.

Messages stored without a number are saved messages that have not been sent.

Saved messages are stored in the Outbox

If you save a message to complete and/or send later it will be stored in the outbox. Messages that have not been sent, will not show a telephone number with the message details.

* Maximum number of messages across Inbox and Outbox is 50.

Received messages are stored in the Inbox

Your BT Synergy 4500 can store up to 50* messages.

Entering text

A single text can be up to 160 characters. The number of characters still available to use is shown in the top left corner of the display as you enter each character.

For sentence case, select Abc

For upper case, select ABC

For lower case, select abc

To enter numbers, press *and hold* the relevant number button until the number appears or press the button until the number appears, e.g. to enter 3, press 3 four times.

If there is a problem sending a message the display shows Message Sending Failed and the handset returns to standby. If you open the Outbox the message is marked ! as it is not sent. Your BT Synergy 4500 will have 2 further attempts at sending your message at 10 minute intervals. If the message fails to be sent on the third attempt the message Sending Error will be displayed alongside the message in the Outbox (replacing the time and date).

If another handset is on the line when you try to send a text message, you will see Line in Use and the message will be stored in the Outbox with the message Not Sent. When the line becomes available your BT Synergy 4500 will attempt to send the message again.

When writing a message, if no keypad button is pressed for 30 seconds the display will return to idle and the message will not be sent.

* Maximum number of messages across Inbox and Outbox is 50.

See page 14 for the complete character map.

Symbol Table

. , ? ! @ ‘ “ –

_ : ; ( ) + */

\ # = & % $ € ¥ ₹

< > [ ] { } | ~ ^ ¿

¿ ¡ § °

Standard text entry

With standard text entry you can enter a word by pressing each letter button a number of times to display the character you want on the screen. For example, to write the word “Hello”, press 4 twice, 3 twice, 5 three times, 5 three times and 6 three times.

Writing tips for standard text entry

1. If you make a mistake, press **Clear** to delete the last character or digit to the left of the cursor.
2. Press Menu or Menu to move the cursor. Characters/digits are entered to the left of the cursor.
3. Press *and release* 0 to insert a space.
4. Press 1 *three times* to add a smiley.
5. Press *and hold* * as a shortcut to the ‘Add Symbols table’ table, then use Menu or Menu to highlight the symbol you want and select **OK** to insert it into your message.
6. To enter a number, press *and hold* the required number button until the number is displayed.
7. The cursor automatically moves to the right after a couple of seconds. So when the next letter is on the

same button as the one you have just entered, wait for the cursor to move to the right before trying to enter it.

Receiving and reading text messages

When you receive a new text message, the ✉ symbol flashes in the display and you will hear the new message alert beeps (provided the alert beeps are set to on).

1. Press Menu or Menu, TXT Menu is displayed. Select the **OK** option.
2. Press Menu or Menu until Inbox is displayed. Select the **OK** option.
3. ***If you have set up personal user areas***, press Menu or Menu to highlight the user area you want and select the **OK** option. Enter your sub-address PIN code and press **OK**.

   If you have not set up any user areas continue to point 4.
4. The first ten characters of the newest message are displayed first.

   To view the full details for this message select the **OK** option.

You will not be able to receive text messages until you have first sent a message. The first message sent registers you with the text service.

For more information on personal user boxes (sub-addresses), see page 74.

If a message has not been viewed before, the ✉ symbol will be displayed to the left of the message.

Or

To view the details for another message, press or to scroll and highlight the message you want and then select the **OK** option.

For each message, you will see:

- The sender's name (if the sender's details are stored in your phonebook and a name/number match is found), otherwise you will see the sender's number.
- The date and time the message was sent.
- The full message.

Use or to move through the message.

Select **Back** to return to the message list.

5. ***When viewing a message:***

   Select **Del** to delete the displayed message. `Delete Message?` is displayed. Select **Del** to delete or **Save** to cancel deletion.

   Or

   Select **Opt**, then use or to scroll and select any of the following options:

   `Reply` – to write and send a reply.

Select **OK**. Enter your message using the keypad, then select **Opt**. Send is displayed, select **OK**. The sender's number will be displayed. Select **OK** again to confirm.

Forward – to forward the message to another number.

Select **OK**. The message is displayed. Select **Opt**, Send to is displayed, select **OK**.

If you want to edit the message before forwarding, use **Clear** to delete characters and enter new ones using the keypad.

Either enter the number you want to send to using the keypad or select a number from the phonebook or Calls list and select **OK**. Select **OK** again to confirm. Press or to select the send mode and select **OK**. The message will be sent.

Dial Number – to ring the number.

Select **OK**. The number is displayed, select **OK** again to confirm.

Save number – to save number to the phonebook.

If the number is already stored in the phonebook, this option will not be displayed.

Select **OK**. Enter a name for the entry and select **OK**. The number is displayed, select **OK**. Press or to select a ringer melody and select **OK**. Entry Saved is displayed.

To edit the number, use to delete digits and enter new ones using the keypad.

Delete All – to delete all messages in the Inbox.

Select **OK**. Delete All messages? is displayed. Select **Del** to delete or **Save** to cancel deletion.

6. Press *and hold* to exit and return to standby.

Read, edit, send or delete texts stored in the Outbox

1. Press or , TXT Menu is displayed. Select the **OK** option.
2. Press or until Outbox is displayed. Select the **OK** option.
3. ***If you have set up personal user areas***, press or to highlight the user area you want and select the **OK** option. Enter your sub-address PIN code and press **OK**.

   If you have not set up any user areas continue to point 4.
4. Press or to highlight the message you want and select the **OK** option.

   The message details are displayed.
5. ***When viewing a message:***

   Select **Del** to delete the displayed message. Delete Message? is displayed. Select **Del** to delete or **Save** to cancel deletion.

   Or

   Select **Opt**, then use or to scroll and select any of the following options:

For more information on personal user boxes (sub-addresses), see page 74.

Send to is displayed, select **OK**.

Either enter the number you want to send to using the keypad or select a number from the phonebook or Calls list and select **OK**. Select **OK** again to confirm. Press or to select the send mode and select **OK**. The message will be sent.

Edit Text is displayed, select **OK**.

The message is displayed. Edit the text using the keypad. Use **Clear** to delete incorrect chartacters/digits. When the text is ready to send, select **Opt** to display Send to and follow the instructions shown above.

Delete All – to delete all messages in the Outbox.

Select **OK**. Delete All messages? is displayed. Select **Del** to delete or **Save** to cancel deletion.

6. Press *and hold* to exit and return to standby.

Service Centre numbers

To send and receive text messages you need the telephone number of your Network's text Centre. If you accidentally delete the Incoming or Outgoing Service Centre numbers you will need to re-enter them in order for your text Service to work.

You can enter up to 4 Service Centre numbers.

The Incoming Service number is: **1470P1709400**.

The Outgoing Service number is: **080058752**.

Adding or changing Service Centre numbers

1. Press Menu or Menu, TXT Menu is displayed. Select the **OK** option.
2. Press Menu or Menu until TXT Settings is displayed. Select the **OK** option.
3. Press Menu or Menu until Setting Server number is displayed. Select the **OK** option.
4. Use Menu or Menu to highlight the Server you want and select the **OK** option.
5. Use Menu or Menu to highlight Incoming or Outgoing and select the **OK** option.
6. The currently saved number is displayed. If necessary, press C to delete the existing service centre number and enter the new one, then select the **OK** option to confirm.
7. Press *and hold* C to exit and return to standby.

If you have more than one 'Server Centre' stored on your BT Synergy 4500 you will need to select which one you want to use for sending (see next section).

Select a Send Service Centre number

If you have more than one Service Centre stored on your BT Synergy 4500 you will need to select the one you want to use for sending. Your BT Synergy 4500 is pre-set to send using Server Centre 1. All messages sent will go via the selected provider.

1. Press Menu or Menu, TXT Menu is displayed. Select the **OK** option.
2. Press Menu or Menu until TXT Settings is displayed. Select the **OK** option.
3. Press Menu or Menu until Server Activation is displayed. Select the **OK** option.
4. Press Menu or Menu to select the number for the server you want to activate and select the **OK** option.
5. Press Menu or Menu to select Outgoing and select the **OK** option.
6. Press *and hold* to exit and return to standby.

Message alert beeps

When you receive a text message, the message alert beeps will sound. These beeps can be switched on or off.

1. Press or , TXT Menu is displayed. Select the **OK** option.
2. Press or until TXT Settings is displayed. Select the **OK** option.
3. Press or until Message Alert is displayed. Select the **OK** option.
4. Press or to select On or Off and select the **OK** option to confirm.
5. Press *and hold* to exit and return to standby.

User Areas

Your BT Synergy 4500 is pre-set to make all text messages available to every user, with all messages sent from and received at a ‘Common Box’.

To keep your messages private, you can set up to 4 PIN protected personal user areas (sub-addresses). Each personal user area has its own Inbox and Outbox which are only accessible when the correct PIN is entered.

If you set-up personal user boxes you must tell people your user area number. They must put the relevant user area number at the end of your telephone number when they send you a text message. If they do not include the user area number, the messages will be stored in the Common box and will be accessible to all users of your BT Synergy 4500.

Set a user area

1. Press or , TXT Menu is displayed. Select the **OK** option.
2. Press or until TXT Settings is displayed. Select the **OK** option.
3. Press or until User Boxes Settings is displayed. Select the **OK** option.
4. Press or to highlight the User Box (1 – 4) you want and select the **Edit** option.
5. Name is displayed, select **OK**. Enter the name you want, e.g. Kate, and select **OK**.
6. Password is displayed, select **OK**.
7. Enter a 4-digit password and select **OK**. Re-enter the password to confirm and select **OK**.
8. Sub address is displayed, select **OK**.
9. Enter a sub address number which is not already in use and press **OK**, then press **Save**.
10. Press *and hold* to exit and return to standby.

If you later edit the user box name, password or sub address, after making the changes you must also select **Save** from the Box Setup screen to activate the new settings.

How callers send a text to a user area

When your caller sends a text, by simply adding your 1-digit sub-address number on the end of your telephone number, the text will automatically be stored in your personal user area.

Open a user area

When you want to read, write and send text messages, you must open your user area first.

1. Press or , TXT Menu is displayed. Select **OK**.
2. Press or to select your user area from the list displayed and select **OK**.

Use **Clear** to delete any incorrect characters/digits.

3. If you have set a PIN protection, enter your 4-digit PIN and select **OK**.
4. You can now read, write, send and delete your messages as normal.

Edit a user area

1. Press Menu or Menu, TXT Menu is displayed. Select **OK**.
2. Press Menu or Menu until TXT Settings is displayed. Select **OK**.
3. Press Menu or Menu until User Boxes Settings is displayed. Select the **OK** option.
4. Press Menu or Menu to highlight the name of the User area (e.g. John) you want and select the **Edit** option.
5. Enter the 4-digit password for this user box and select **OK**.
6. Name is displayed, select **OK**. Enter the new name you want, e.g. Kate, and select **OK**.
7. Password is displayed, select **OK**.
8. Enter a 4-digit password and select **OK**. Re-enter the password to confirm and select **OK**.
9. Sub address is displayed, select **OK**.
10. Enter a sub address number which is not already in use and press **OK**, then press **Save**.
11. Press *and hold* to exit and return to standby.

Delete a user area

1. Press or , TXT Menu is displayed. Select **OK** .
2. Press or until TXT Settings is displayed. Select **OK**.
3. Press or until User Boxes Settings is displayed. Select the **OK** option.
4. Press or to highlight the User area (1 – 4) you want and select the **Del** option.
5. Enter the 4 digit password for this user box and select **OK**.
6. Select **Del** to confirm and User Box Deleted is displayed.

   Or, select **Save** to cancel deletion and User Box Saved is displayed.
7. Press *and hold* to exit and return to standby.

Check the list of sub addresses

To see a list of the sub-addresses currently in use:

1. Press or , TXT Menu is displayed. Select **OK** .
2. Press or until TXT Settings is displayed. Select **OK**.
3. Press or until Sub Address Checking is displayed. Select **OK** .

4. A list of all stored sub-addresses is displayed, select the **OK** option.
5. Press *and hold* to exit and return to standby.

Check the common box sub address

To check the sub-address number for the Common Box:

1. Press or , TXT Menu is displayed. Select **OK**.
2. Press or until TXT Settings is displayed. Select **OK**.
3. Press or until Common Box Sub Address is displayed. Select the **OK** option.
4. The current code for the Common Box is displayed. Enter a new code for the box and select **OK**.
5. Press *and hold* to exit and return to standby.

If the Common Box sub-address is currently being used to send/receive messages, 9 will be displayed.

Send option settings

Change the auto save setting

1. Press or , TXT Menu is displayed. Select **OK**.
2. Press or until TXT Settings is displayed. Select **OK**.
3. Press or until Send option Save is displayed. Select the **OK** option.
4. Press or to display either Save Sent Message ON or Save Sent Message OFF and select **OK** .
5. Press *and hold* to exit and return to standby.

Save – will save a text message to the outbox to be sent/completed later.

Using additional handsets

You can use up to five BT Synergy 4000 handsets with your BT Synergy 4000 base to extend your phone system without needing to install extension sockets for each new phone.

Your BT Synergy 4000 handset can also be registered to up to 3 other bases. You can then select the base you would prefer to use.

If you have purchased a BT Synergy 4500 multiple pack any additional handsets come pre-registered to the base.

If you have purchased an additional handset separately you must register it to your BT Synergy 4500 base before it can be used.

You must charge your additional handset for 24 hours before registering it.

Registering your handset

At the base:

1. Press *and hold* Find for 10 seconds, until you hear a beep, then release it.

At the handset:

2. Press Menu or Menu until Registration is displayed, then select the **OK** option.
3. Register Base is displayed select the **OK** option to confirm.

4. Use the keypad to enter the number of the base you want to register to (1 – 4), then select the **OK** option.

   The display shows, e.g. Search for Base 2 (for base 2) and the icon flashes.

5. Enter your 4 digit PIN, then select the **OK** option.

   When the base is located, your handset display will be updated with the handset number for the selected base.

The BT Synergy default base PIN is 0000, see page 36.

Select a base

If your BT Synergy 4000 handset is registered to more than one base, you can select which base to use. Alternatively, if you select Auto your handset will automatically select the base with the best reception.

1. Press or until Registration is displayed, then select the **OK** option.
2. Press or until Select Base is displayed, then select the **OK** option.
3. Press or to select a base (1 – 4 or Auto) then select the **OK** option.
4. Press *and hold* to exit and return to standby.

De-register a handset

1. Press or until Registration is displayed, then select the **OK** option.
2. Press or until De-Register Handset is displayed, then select the **OK** option.
3. Enter your 4 digit PIN, then select the **OK** option.
4. Press or to select a handset (1 – 5) then select the **OK** option.

   Once de-registered the display on the de-registered handset will flash Handset Not Registered.

You cannot de-register the handset you are using.

The BT Synergy default base PIN is 0000, see page 36.

Internal calls

If you have more than one handset registered to the base, you can make internal calls between two handsets.

1. Press **Int**, Internal Call to Handset is displayed.
2. Press the handset number (1-5) you want to call then select the **OK** option.

   At the called handset, the Int symbol flashes and the calling handsets number is displayed.

   The user can press to answer the call.
3. Press to end the call.

If you want to cancel the call transfer, press .

Transferring calls

You can transfer an external call to another handset registered to the base.

During your call:

1. Press *and hold* R Int. Your external caller will be put on hold and will hear a tone. Transfer To Handset is displayed.
2. Enter the internal handset number that you want to transfer the call to and then select the **OK** option. The called handset will ring and the display shows Internal Call Handset X.

   At the called handset, the user can press to answer the call.

If the call is not answered at the called handset within 100 seconds, it will be transferred back to the original handset.

3. Press to complete the transfer and end the call at the original handset.

3-Way Call

You can hold a 3-way conference call between 2 internal handsets and 1 external handset.

During your call:

1. Press *and hold* R Int. Your external caller will be put on hold and will hear a tone. Transfer To Handset is displayed.

2. Enter the internal handset number that you want to hold the 3-way call with, then select the **OK** option.
3. When the internal handset user answers, select the **Con** option to begin the 3-way call.
4. Press to finish the 3-way call.

Help

Phone does not work

- Have you installed the batteries correctly? See page 93.
- Check that the mains power is correctly connected.

No dial tone

- Is the telephone cord of the base plugged into the phone socket?
- Check that the mains power is correctly connected.
- Only use the telephone cord supplied with the phone.

Cannot dial out or receive calls

- Check that the mains power is correctly connected.
- The batteries may need recharging.
- Has there been a power cut? If so, place the handset back on the base for 10 seconds and try again. If it still does not work disconnect the batteries and mains power for 10 minutes, then reconnect and try again.
- Check that the telephone line is working correctly and that you have a dial tone. Try disconnecting the line cord, then reconnect it and try again.

You have a dial tone, but the phone will not dial out

- You may need to change the dial mode from tone to pulse, see page 36.
- If you are connected to a switchboard, check whether you need to dial an access code.

Handset does not ring

- The ringer volume may be switched off, see page 30.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base, see page 81.

No display

- The batteries may be flat, dead or incorrectly inserted.
- Recharge or replace the batteries.

icon flashes

- Is the handset registered correctly to the base, see page 81.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.

icon flashes

- The batteries are low, place the handset on the base/charger to recharge.

icon not scrolling

- Try cleaning the charging contacts.
- Check that the mains power is correctly connected.

You hear the busy tone when you press

- Make sure the handset is in range of the base.
- Another handset registered to your BT Synergy 4500 base may be on the line.

Answering machine does not record any messages

- The memory may be full. Play and delete old messages, *see page 48-51*.

Answering machine messages have the wrong date and time

- Have you set the date and time? *See page 10*.

Cannot access your messages from another phone

- Have you changed the remote access security PIN code? *See page 53*. Always keep a note of the new PIN code in a safe place.

No Caller Display number/name displayed

- Have you subscribed to a Caller Display service from your network provider, see page 55.
- The caller may have withheld their number.
- An exact name/number match was not found in your phonebook. Check that you have stored the full STD dialling code.

Cannot register a handset to a base

- You can register a total of 5 handsets to your BT Synergy 4500 base and you can register your BT Synergy 4500 handset to up to 4 bases. Check that you have not exceeded the limits.
- Check that you have entered the correct PIN number (default PIN 0000).
- Check that you are at least one metre away from other electrical equipment to avoid interference when registering.

Base unit does not ring, but the lights are on

- Have you connected the telephone line correctly?
- Is the base ringer set to off?
- You may have a faulty line or socket. Try using another socket or line. Call BT on 151 if you still experience problems.

Base charging light not working

- Try cleaning the charging contacts on the base.
- Check that the mains power is correctly connected.

Buzzing noise on my phone or on other electrical equipment nearby

- Sometimes your BT Synergy 4500 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Synergy 4500 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.

Customer Helpline

If you are still experiencing difficulties please call the BT Synergy Helpline on 0870 605 8407 or email bt.helpdesk@suncorptech.com.

Possible problems with text messaging

Text messages cannot be sent and screen displays Message Sending Failed

- The base station power supply or telephone line cord might not be properly connected. Check that the base station power supply is plugged into the mains socket and switched on and that the telephone is plugged into the telephone wall socket.
- There might be a fault on the line. Check your telephone line is working properly.
- You might have deleted the server number in error. See page 71-72 for instructions on how to enter the number.

Cannot send text

- Check service centre number is correct including 1470P prefix (this is for BT lines. If you have another network provider please check the prefix number with them). In order to send and receive text messages you must not withhold your number. If you normally withhold your number the 1470 prefix presents your number for you.

Cannot receive text

- You will not be able to receive text messages until you have first sent a message. The first message sent registers you with the text service.
- More than one text messaging product is plugged into the line. Remove other products.
- Check service centre number is correct.
- Ensure you have subscribed to a Caller Display service and that it is active. You can check this by noting if your phone displays your caller's number when you receive an incoming call.
- If you are using personal user areas please ensure you have given people your user area number and that they are entering it to the end of your telephone number when sending you a text message.

Text has previously been sent and received but you are now only receiving voice spoken text messages, from number 0845 6021111.

- This may be due to your line being de-registered at the text service centre. All you need to do is text RESET and send it to 00000. You will receive a confirmation message back. This assumes that your Caller Display service is active and working on your line. Messages sent to 00000 are free.

Further help and advice for text queries on BT lines:

- BT Residential customers – call 151, choose option 2, when prompted by the Fault Management Service select option 2, enter your phone number on the handset and wait to speak to a customer adviser.
- BT Business Customers – call 152, choose option 2, when prompted by the Fault Management Service select option 2, enter your phone number on the handset and wait to speak to a customer adviser.
- For other telephone service providers please contact their customer services.

General sales enquiries

- BT Residential lines – call 150. BT Business lines – call 152.
- For non BT line customers, call 0800 800 150 (residential) or 0800 800 152 (business).
- Additional handsets are available from the Helpdesk on 0870 605 8047.

Billing enquiries

- Refer to the telephone number shown on your telephone bill.

Other functions and services available from the text messaging service

- By sending the following commands to the BT text self administration facility you can control functions and capabilities in your text phone and the way messages are handled.

1. Press or , TXT Menu is displayed. Select the **OK** option.
2. Write Message is displayed. Select the **OK** option.
3. Use the keypad to type in the following commands (depending upon what you want to do):
   - * 1 # Opt out from receiving voice text messages.
   - # 1 # Turns off the opt out option.
   - * 2 * Turns on permanent voice text message delivery to your phone. All incoming text is delivered as voice text.
   - # 2 # Turns off permanent voice text message delivery.
4. Select **Opt**. Send To is displayed, select **OK**.
5. Enter 00000 and select **OK**.
6. Text is highlighted, select **OK**. The display shows Sending Message.

If you are sending a message from a fixed line phone to another fixed line phone

- * 3 # Forces a message you send to be delivered as a voice text even though the recipient may have a text enabled phone and usually receives written text. This command is inserted at the start of the message and applies only to that message, e.g. * 3 # 'Hello I will be home late'.

If you are sending a message from a fixed line phone and require a status report

- * 3 # Will allow a status report to be sent back to youwhen you have sent a message to confirm delivery.
- Place * 0 # at the start of your text message. Write the message and send it. You will receive a reply text back to your phone giving the status report for that message.

You keep hearing an error beep

- You have pressed the wrong button in a sequence. Check the prompts in the display or refer to instructions in this user guide.

General information

IMPORTANT
This equipment is not designed for making emergency telephone call when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

Replacing the handset batteries

After a time, you may find that the handset batteries are running out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.

1. Push the battery compartment cover in the direction the arrow shows and lift off.
2. Take out the old batteries and replace with 2 new AAA NiMH batteries.
3. Push the battery compartment cover back on until it clicks into place.

New batteries should be rechargeable: Nickel Metal Hydride (NiMH), size AAA, capacity 750mAh.

Spare rechargeable batteries are available from the BT Synergy Helpline 0870 605 8047.

WARNING
Do not immerse batteries in water or throw them into a fire, or dispose of them with ordinary domestic refuse.

BT accepts no responsibility for damage caused to your BT Synergy 4500 by using any other types of batteries.

Safety information

- Only use the power supply suitable for the BT Synergy 4500 range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the base mains power supply is 022072. If you have purchased a multiple pack the item code for the charger mains power supply is 025231.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the BT Synergy Helpline on 0870 605 8047.
- Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0870 605 8047 for all repairs.
- If the keylock is switched on, it is NOT possible to make calls, including to the emergency numbers (999/112).
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close.

It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

- Clean the handset and base (or charger) with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Product disposal instructions

- The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.
- The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Product disposal instructions for residential users

- When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

Product disposal instructions for business users

- Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee

Your BT Synergy 4500 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the BT Synergy 4500 or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

Prior to returning your product, please read the Help section beginning on page 86 or contact the Helpline on 0870 6058047 or email bt.helpdesk@suncorptech.com for assistance. In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside of the 12 month guarantee period:

- If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network.
- We recommend that you contact BT's approved repair agent Helpdesk Solutions on 0870 204 5029 or a local qualified repairer.

Returning your phone

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords, power supply units and the original batteries. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

Technical information

How many telephones can I have?

- All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your BT Synergy 4500 has a REN of 1. A total REN of 4 is

allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Any additional handsets and chargers that you register have a REN of 0.

Only use approved base mains power supply, item code: 022072.

If you have purchased a BT Synergy 4500 multiple pack, the item code for the charger mains power supply is 025231.

Only use approved batteries.

These products are available from the BT Synergy Helpline on 0870 605 8047.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

For your records

Date of purchase:

Place of purchase:

Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

Declaration of Conformance

Hereby, Suncorp Technologies declares that this BT Synergy 4500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Synergy 4500 is published on the website:

http://www.suncorptech.com/bt

Connecting to a switchboard

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone and pulse dialling and timed break recall. If in doubt please consult your service provider.

Inserting a pause

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line so you will need to enter a pause in the dialling sequence.

Press LNR to insert a pause (P) before entering the telephone number.

You may also need to enter a pause when storing international numbers or charge card numbers.

Recall

You may need to use the recall function if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall function is set to timed break recall and is also used for BT Calling Feature.

Visit us at www.bt.com

Offices worldwide

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